

# File & Serve *Illinois*™

Review Filings & Documents  
User Guide

File & Serve *Illinois*™



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File & Serve *Illinois* has many resources available to you in order to address your questions and concerns:

- **File & Serve *Illinois* Client Support** is available to assist you with technical, ID, functionality and any other questions you may have. You can contact Client Support at 1-888-529-7587. They are available 24/7/365.
- **File & Serve *Illinois* Resource Center** is available to assist you with How-To Guides, register for Live Webinars, watch On-Demand videos, and much more! Please visit [Resources – File & ServeXpress \(fileandservexpress.com\)](https://fileandservexpress.com) for more information.

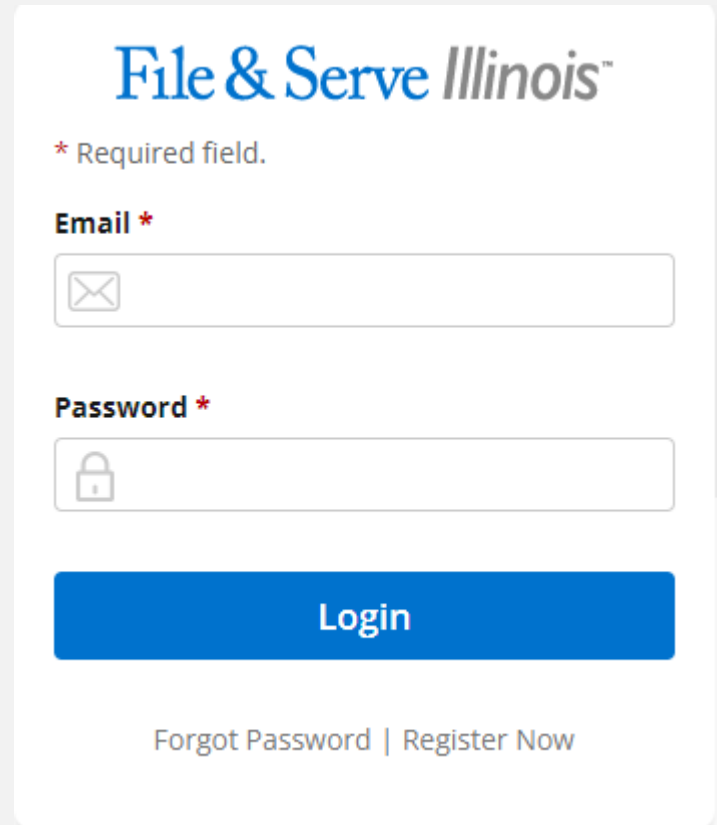
The File & Serve *Illinois* User Guide provides a convenient source of information to help you efficiently eFile/eServe.

## Before You Begin

1. Refer to the appropriate court rules on electronic filing prior to using File & Serve *Illinois* to ensure that you are in compliance with local requirements.
2. Check our minimum system requirements to be sure your computer is correctly configured for using File & Serve *Illinois*.
3. If you need assistance, call our Client Support line at 1-888-529-7587. They are available to help you 24/7/365.

# GETTING STARTED *(continued)*


4. Type the URL [www.fileandserveillinois.com](http://www.fileandserveillinois.com) into your browser (Chrome, Safari, Edge, Firefox).
5. Enter your Username/Password and click “Login”.
6. If you do not have a Username/Password, please contact your Firm Administrator.



The screenshot shows the login interface for File & Serve Illinois. At the top, the logo 'File & Serve Illinois™' is displayed in blue. Below the logo, a red asterisk indicates a required field. The 'Email \*' field is a text input box with an envelope icon on the left. The 'Password \*' field is a text input box with a padlock icon on the left. Below the password field is a large blue button with the text 'Login' in white. At the bottom of the form, there are two links: 'Forgot Password' and 'Register Now'.

1. On the Completed Filings page, and in the envelope ID message; links are displayed for you to select, if needed, “**process service, skip trace, or courtesy copy**” (for the judges). When selected, a new tab in the browser will display an *It’s Your Serve* “**Service Request**” form.

The screenshot shows the top navigation bar with links for HOME, ABOUT US, RATES, and CLIENT PORTAL. The logo for 'IT'S YOUR SERVE' is centered, and contact information for 134 North LaSalle Street, Suite 1410, Chicago, IL 60602 is on the right. The main heading is 'PROCESS SERVICE REQUEST FORM'. Below is a 'Contact Information' section with a dropdown for 'Service Class' (set to 'Standard'), and input fields for 'Due Date\*', 'Firm\*', 'Contact Name', and 'Contact Phone'.

HOME	ABOUT US	RATES	CLIENT PORTAL		134 North LaSalle Street Suite 1410 Chicago, IL 60602 312-855-0303 info@itsyourserve.com Illinois License No. 117.000885
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## PROCESS SERVICE REQUEST FORM

### Contact Information

Service Class:

Due Date:\*

Firm:\*

Contact Name:

Contact Phone:

# COMPLETED FILINGS *(continued)*


2. The system will redirect you to your Completed Filings page and your filing will be added to the list of completed filings.
3. You will be able to view the Transaction Summary by clicking on the “**eyeball**” icon next to the envelope under “Search Results.” You will be able to print the Transaction Summary. Screenshot is below.
4. Until the court clerk Accepts, Rejects, or Returns the envelope, you can cancel it. Click on the **red “x”** next to the transaction to cancel the entire envelope/transaction. Screenshot is below.
5. You will also be able have a “quick view” if an envelope/transaction has been accepted by a “**green checkmark**”; or, rejected/returned by a **red “x” in a circle**. Screenshot is below.


Search Results


Need [process service](#), [skip trace](#) or [courtesy copies](#) ?

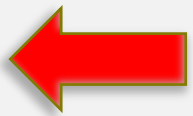
Show  filings per page

Envelope ID	Case Name	Case Number	Jurisdiction	Date Filed	Submitted By	Action
246276			Cook County - Chancery - District 1 - Chicago	08/27/2021	Max FSIL19.9.1	 

Accepted 

229873 

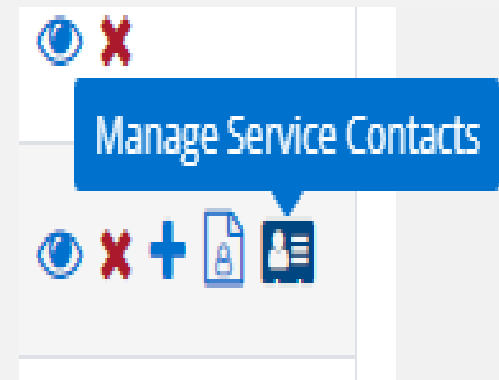
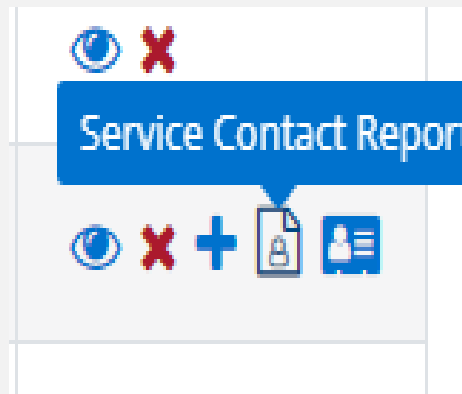
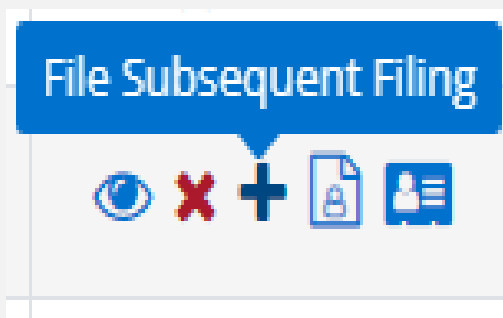
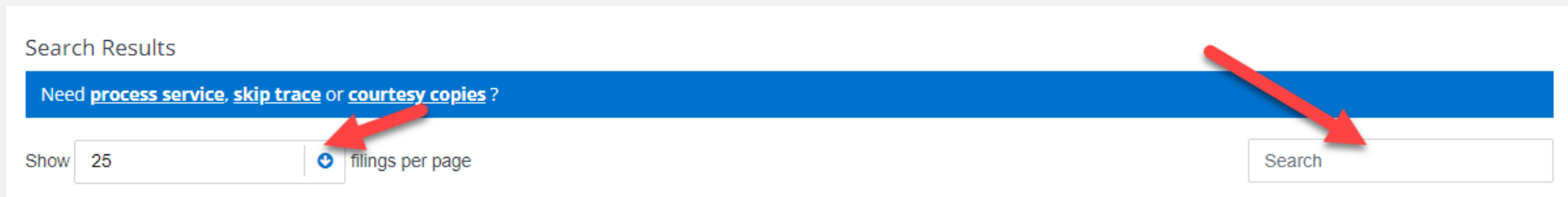
218182 



Rejected / Returned

# COMPLETED FILINGS (continued)

- Once the clerk accepts your filing, you will see a “+” icon next to the transaction. You can click on the “+” sign going forward to eFile/eServe into the existing case. Screenshot is below.
- You can search for a case on the Completed Filings page by entering a partial case name or jurisdiction under “**Search.**” You can also limit the number of envelopes/transactions you see under the “**Show**” feature. Screenshot is below.
- You can open and print a “**Service Contact Report**” (icon/screenshot below) to determine who has received and opened (or unopened) the documents.
- You can “**Manage Service Contacts**” (icon/screenshot below) without filing into a transaction.





# LOCATING YOUR FILE-STAMPED DOCUMENT

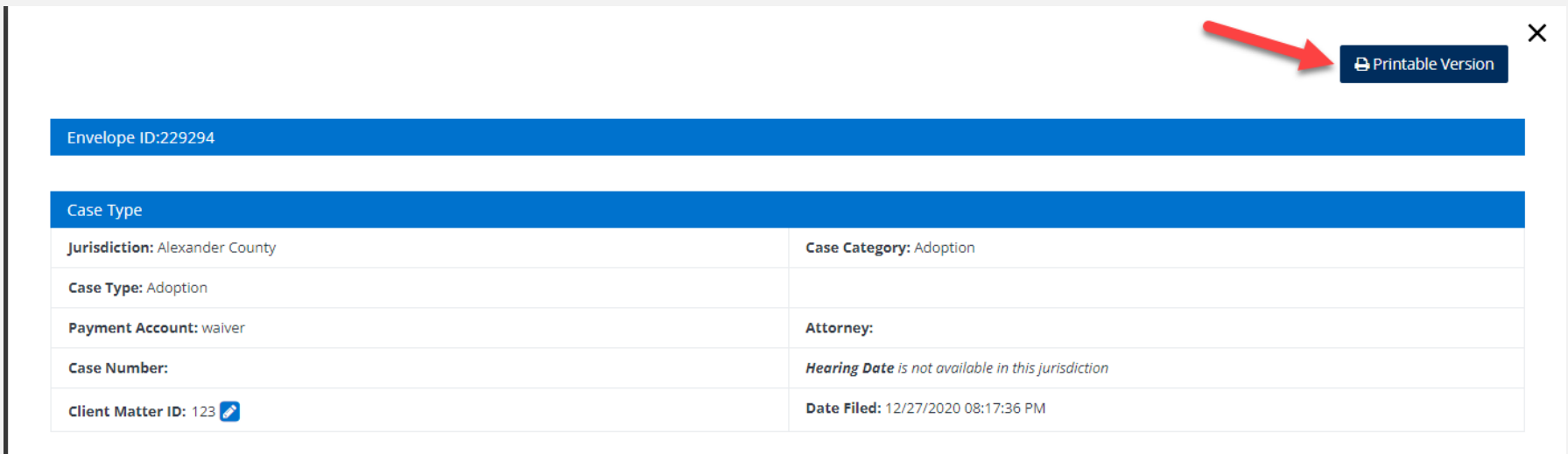
Once you receive the Accepted notification, you will be able to view your file-stamped document within File & Serve *Illinois*. Please follow these steps to locate the document(s):

1. Go to your Completed Filings page.
2. Find the recently accepted transaction.
3. Click on the “eyeball” icon.
4. Scroll down to the Documents section and find the “**Stamped Document**” column.
5. The link to your file-stamped document will be there. This link will remain available for viewing at any time.

Documents									
Status	Filing Code	Filing Description	Original Document	Converted Document	Stamped Document	Optional Services	Document Category	Document Description	Fees
Accepted 08/13/2020 08:28:31 A M	Fee Waiver Petition Filed - Petitioner/Plaintiff (Lead Document) <b>Note to Clerk:</b>	1	<a href="#">Sample.pdf</a>		<a href="#">Sample.pdf</a>		Confidential	1	\$ 0.00


# REVIEWING YOUR TRANSACTION SUMMARY

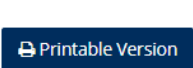
1. You will be able to print the **Transaction Summary** for your records by clicking, “Printable Version”. Screenshot is below.
2. Users can edit and update the client matter number on a filing after it has been submitted, if needed. Screenshots are below.

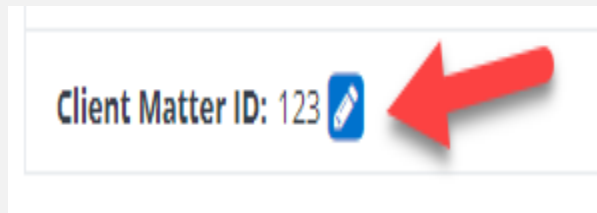



Envelope ID:229294


Case Type

<b>Jurisdiction:</b> Alexander County	<b>Case Category:</b> Adoption
<b>Case Type:</b> Adoption	
<b>Payment Account:</b> waiver	<b>Attorney:</b>
<b>Case Number:</b>	<i>Hearing Date is not available in this jurisdiction</i>
<b>Client Matter ID:</b> 123 	<b>Date Filed:</b> 12/27/2020 08:17:36 PM





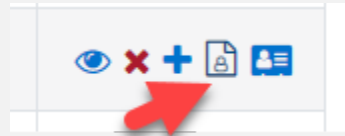
Client Matter ID: 123 



Client Matter ID:   

# REVIEWING YOUR TRANSACTION SUMMARY (continued)

3. You will be able to view the **real-time status of service**. Once the service contact clicks on the document link from the Notification of Service email from the eFiling Manager; the “unopened” status will change to the date and time the link was opened. You can access this from the “**person/paper**” icon on the Completed Filings page. Screenshots are below. **NOTE:** The status will reflect “Not Sent” until the clerk accepts. Once the clerk accepts your document(s), service will be delivered, and status will update to “**Sent.**”



Printable Version

Envelope ID:229232

Case Number: 2016CC1 Case Name: PEOPLE VS. TEST, TEST

Date Submitted: 12/23/2020 02:45:34 PM

Service Contact: 1

e-Serve	Party Name	Service Contact Name	Email Address	Status	Opened Date
Yes		c s	christopherroyshields+fsxdev@gmail.com	Not Sent	Unopened

# REVIEWING YOUR TRANSACTION SUMMARY (continued)

4. You will be able to view the **clerk's comments** under the Documents section on the Transaction Summary.

Documents	
Status	Filing Code
<b>Rejected</b> 06/16/2017 11:52:06 A M	Service Document <b>Clerk Comments</b> ← Filing Review Comments : No rejection comment was provided. Please contact the court into which you are filing for more information. Reject Reason : Format Error  <b>Note to Clerk:</b>

# REVIEWING SUBMITTED FILINGS

1. You can **review your, or your firm's, submitted filings** on the Completed Filings page. Under the drop-down menu "Sort By" and it will default to "My Filings." Select "My Firm's Filings." Enter information into at least one of the filters and select "Go." The transaction will be displayed under Search Results.

Completed Filings

+ New Case + Existing Case

Please note that the context of the page and the options available to you can change based on your selections.

Report Type: Report Type

Jurisdiction: Select a Jurisdiction

From Date (mm/dd/yyyy): mm/dd/yyyy

To Date (mm/dd/yyyy): mm/dd/yyyy

Sort By: Sort By (My Filings selected)

Filing Type: Filing Type

Filing Code: Filing Code

Case Number: Case Number

Envelope ID: Envelope ID

Filing Status: Filing Status

Go Clear All



# REVIEWING SUBMITTED FILINGS (continued)

2. When searching under “**My Firm’s Filings,**” you can see who submitted the filing under the column “**Submitted By.**”
3. You can click on triangles on any column header to put into ascending or descending order.

Search Results

Need [process service](#), [skip trace](#) or [courtesy copies](#) ?

Show  filings per page

Envelope ID	Case Name	Case Number	Jurisdiction	Date Filed	Submitted By	Action
229294			Alexander County	12/28/2020	Max FSIL19.9.1	 

# “REJECTED” OR “RETURN FOR CORRECTION” NOTIFICATIONS


If you receive a “Return for Correction” or a “Rejected” notification, please follow these steps to upload and submit your corrected documents:



1. Log onto File & Serve *Illinois* and select the “Completed Filings” page from the “Filing” drop-down menu.
2. Find the transaction with the “back arrow” in red.
3. Click on the back arrow to open up the transaction.

The back arrow allows you to open up the transaction & easily re-submit the corrected documents.

Search Results

Need [process service](#), [skip trace](#) or [courtesy copies](#) ?

Show   filings per page

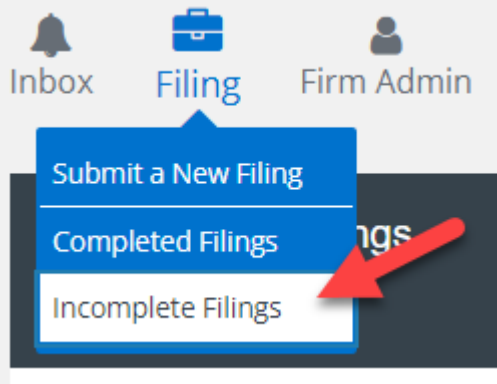
Envelope ID	Case Name	Case Number	Jurisdiction	Date Filed	Submitted By	Action
6191			McLean County	05/03/2017	Training Admin	 

# “REJECTED” OR “RETURN FOR CORRECTION” NOTIFICATIONS (*continued*)



4. All fields in Step 1 will be **auto-populated**. Adjust if necessary. Click “Next” to move to Step 2.
5. Select the “**Sending Party**” if not selected. Click “Next” to move to Step 3.
6. Click on the “**edit/pencil & paper**” icon next to the rejected/returned document to open the box to upload the corrected document(s). Save the changes and move to Step 5.
- 7. Review** the transaction.
8. Click on “**Submit**” to file with the court and serve on selected parties (if applicable).
9. You will receive a **new envelope ID** and the transaction will be displayed on your Completed Filings page.



1. If needed, you can log out of File & Serve *Illinois* in the middle of a transaction and finish the transaction later.
2. To complete the filing, log back into File & Serve *Illinois*. Go to the Filing drop-down menu and select “**Incomplete Filings**”
3. Under “Search Results,” you will see the transaction(s). Click on the “**edit/paper & pencil**” icon to open up the transaction to complete and submit to the court.



A screenshot of the 'Incomplete Filings' search results page. The page has a dark header with the title 'Incomplete Filings' and two buttons: '+ New Case' and '+ Existing Case'. Below the header are filters for 'Sort By' (set to 'Sort By My Filings'), 'Jurisdiction' (set to 'Select Jurisdiction'), 'From Date' (set to 'mm/dd/yyyy'), and 'To Date' (set to 'mm/dd/yyyy'). A 'Go' button is located to the right of the date filters. Below the filters is a 'Search Results' section with a 'Show 25 filings per page' dropdown and a search input field. A table displays the search results with columns: 'Jurisdiction', 'Case Name', 'Case Number', 'Created on', 'Created By', and 'Action'. The first row shows 'Bond County', 'PEOPLE VS. TEST, TEST', an empty 'Case Number' field, '10/20/2021', 'Max FSIL19.9.1', and an 'Action' column containing an edit/pencil icon and a trash icon. A red arrow points to the edit/pencil icon.

Jurisdiction	Case Name	Case Number	Created on	Created By	Action
Bond County	PEOPLE VS. TEST, TEST		10/20/2021	Max FSIL19.9.1	 

# INCOMPLETE FILINGS (continued)

4. If you need to complete a filing by another firm member, log into File & Serve *Illinois*.
5. Under the Filing drop-down menu, select “**Incomplete Filings.**”
6. Under “Sort By”, click on the drop-down menu and select “**My Firm’s Filings**” and select “**Go.**”
7. Search for your colleague under the “**Created By**” column. You can also enter their name in the “**Search**” field.
8. Once you find the filing(s), click on the “**edit/pencil & paper**” icon under the Action column to complete and submit the filing.

Incomplete Filings

+ New Case + Existing Case

Sort By: Sort By My Firm's Filings

Jurisdiction: Select Jurisdiction

From Date (mm/dd/yyyy): mm/dd/yyyy

To Date (mm/dd/yyyy): mm/dd/yyyy

Go

Search Results

Show 25 filings per page

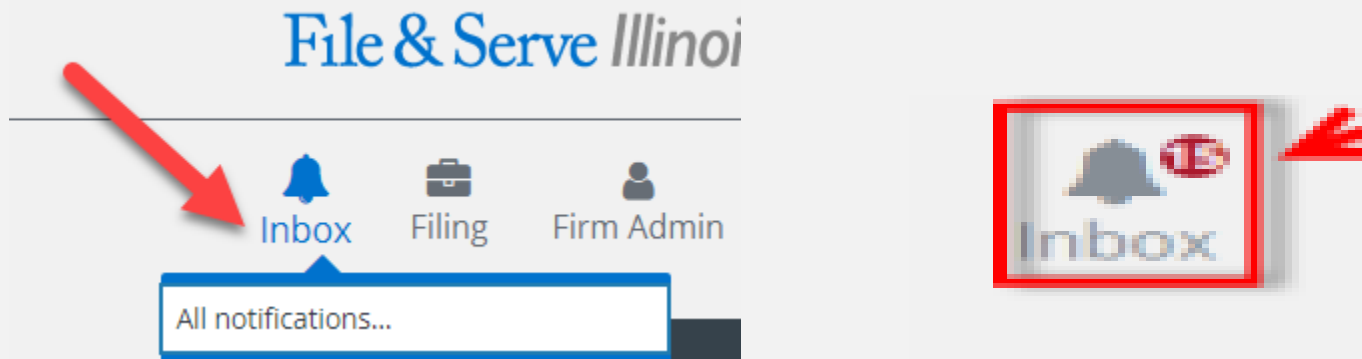
max user

Jurisdiction	Case Name	Case Number	Created on	Created By	Action
Cook County - Chancery - District 1 - Chicago	PERSON PERSON VS. ORGANIZATION	2020CH00322	04/27/2020	Max User1 19.9.1	
Cook County - Chancery - District 1 - Chicago	PERSON PERSON VS. ORGANIZATION	2020CH00301	04/21/2020	Max User1 19.9.1	
Cook County - Chancery - District 1 - Chicago	PERSON PERSON VS. ORGANIZATION	2020CH00301	04/15/2020	Max User1 19.9.1	
Cook County - Chancery - District 1 - Chicago	PERSON PERSON VS. ORGANIZATION		04/15/2020	Max User1 19.9.1	

Overview: Users can view eService notifications for which they are served when they log into the application and continue to view them while in the system. The pre-requisites for receiving these notifications are:

1. The user should be a registered user of an EFSP and the user should have at least one submitted filing accepted by the court.
2. They must be a service recipient on the case to receive eService notifications.

A menu item “Inbox” will be available at the top of the application. This icon will display a number indicator for the count of notifications which have been unread by the user.



# eSERVICE INBOX (continued)

A drop-down menu will display showing each of the unread notifications by case name. An “All Notifications” menu item will always display at the bottom of the drop-down menu.

1. Select an unread notification in the drop-down to be directed to the filing details including a link to the document. Note: Viewing a line item will also mark the notification as read and it will decrease the count of unread notifications.
2. Select “All Notifications” to view a paginated list of both read and unread notifications (screenshot on next page).

The screenshot shows the File & Serve Illinois interface. On the left, the 'Inbox' icon is highlighted with a red box and a red arrow pointing to it. Below the 'Inbox' icon is a drop-down menu with several case names listed, and the 'All notifications...' option is highlighted with a red box. A red arrow points from the first case name in the drop-down menu to the corresponding case details on the right. The case details view shows the following information:

**Case Number:** 20181625492

<b>Jurisdiction:</b> Cook County - Municipal Civil - District 1 - Chicago	<b>Case Category:</b> Civil
<b>Case Type:</b> Administrative Review - Parking Violation	<b>Attorney:</b> User Thomas
<b>Case Title:</b> DFG DFGDFG VS. FDGDFG FDGDFG	<b>Served Date:</b> 10/02/2018 03:54 PM
<b>Filing Code:</b> Alias Citation - Issued And Returnable	
<b>Description:</b> to test service	<b>Document:</b> Summary Filing test space.pdf
<b>Recipient:</b> User Thomas	<b>Firm Name:</b> Law Firm Illinois 09-25-2018
<b>Submitter:</b> Admin Jeffery	<b>Firm Name:</b> Law Firm Illinois 05-31-2018

**Parties: 2**

Party Type	Name	Address
Defendant	FDGDFG FDGDFG	STREET NOT PROVIDED, CITY NOT PROVIDED, IL, 60601-1
Plaintiff	DFG DFGDFG	STREET NOT PROVIDED, CITY NOT PROVIDED, IL, 60601-1

# eSERVICE INBOX (continued)

Show 10 notifications per page 1 Search

Envelope Id	Case Name ^	Case Number	Jurisdiction	Date	Recipient	Document	Action
85004	Azam Vaziri v. USA At hletic Club LLC	18-L-000 005	Kane County	09/27/20 18	User Tho mas	sample.pdf <span style="color: red;">3</span>	
85004	Azam Vaziri v. USA At hletic Club LLC	18-L-000 005	Kane County	09/27/20 18	User Tho mas	20180927150410853_11499_TESTINGDOCUMENT.pdf	<span style="color: red;">4</span>
84892	BUTTREY FOODS VS. CUNNINGHAM LIND A	2018L00 5814	Cook County - Law - District 1 - Chicago	09/26/20 18	User Tho mas	20180926115235554_11491_RTF with white space in between File1.pdf	<span style="color: red;">5</span>
85080	CAROLCAROLCAROL CAR VS. EVELYN EVEL YN EVEL	2018110 2225	Cook County - Munic ipal Civil - District 1 - Chicago	09/28/20 18	User Tho mas	test.pdf	
85080	CAROLCAROLCAROL CAR VS. EVELYN EVEL YN EVEL	2018110 2225	Cook County - Munic ipal Civil - District 1 - Chicago	09/28/20 18	User Tho mas	gre_research_validity_data.pdf	
85080	CAROLCAROLCAROL CAR VS. EVELYN EVEL YN EVEL	2018110 2225	Cook County - Munic ipal Civil - District 1 - Chicago	09/28/20 18	User Tho mas	SampleDOCFile_500kb.pdf	

Showing 10 Notification(s) of 18 6 Previous **1** 2 Next

A paginated list of “All Notifications” will default to be sorted by date. All columns are searchable using the Search field and sortable except the document and action columns using the column headers.

1. All column headers are searchable using the Search field.
2. All columns are sortable using the column headers.
3. Click the document title to view the pdf.
4. Click the eyeball icon to view the filing details.
5. Click the plus sign to start a subsequent filing into the case.
6. Use *Previous*, the page numbers, and *Next* to move through the pages of notifications.